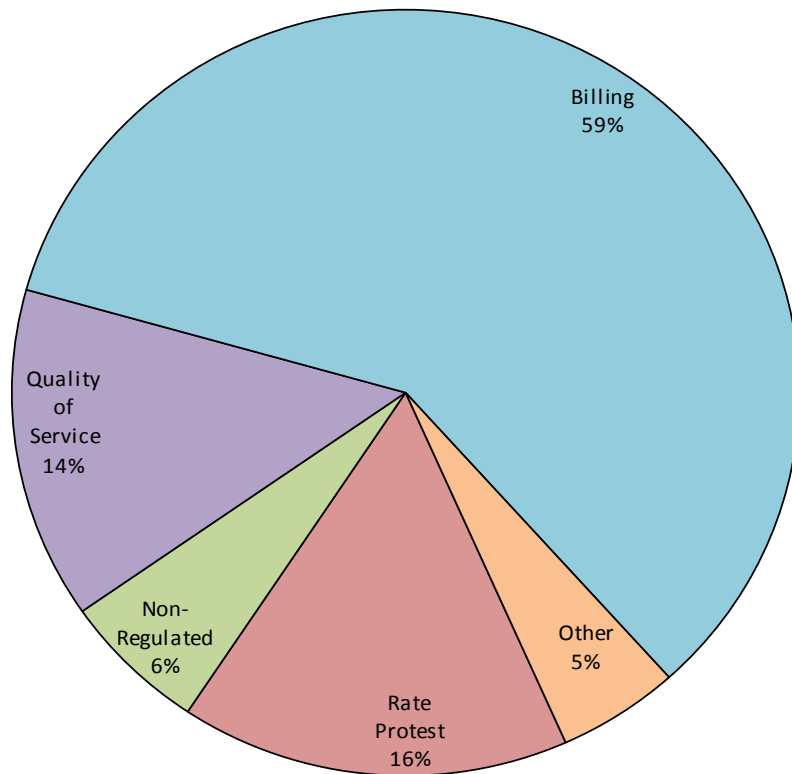


# California Public Utilities Commission

## September 2012

158 Consumer Contacts\* to the Consumer Affairs Branch (CAB) on  
Water Utilities



Tables below contain the specific topics that make up the larger categories (such as Billing). The most common consumer topics are listed from highest to lowest contact volume within each category.

Billing Category	
Questions and Complaints Received by CAB	
<i>Identifies most common customer topics related to billing in the current month</i>	
Topic	Description
High Bill	Issues regarding bills that are higher than usual without any known reason for an increase.
Disputed Bill	When a consumer challenges any item on their utility bill.
Payment Arrangements	Consumer needs assistance negotiating payments for current or past due bills.
Meter Reading Issue	Issues regarding possible inaccurate meter readings or inquiries into when the last meter reading was conducted.
Backbilling	Issues regarding a consumer that was billed for services consumed in a prior time period.
Disputed Customer of Record	Occurs when a consumer is being held responsible for an unpaid balance due to usage by a previous customer.

<b>Rate Protest Category</b> <b>Questions and Complaints Received by CAB</b> <i>Identifies most common customer topics related to Rate Protest in the current month</i>	
Topic	Description
<b>Rate Protest</b>	Complaints regarding a pending or approved CPUC rate decision.

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<b>Quality of Service Category</b> <b>Questions and Complaints Received by CAB</b> <i>Identifies most common customer topics related to Quality of Service in the current month</i>	
Topic	Description
<b>Service</b>	Complaint regarding perceived quality, level or delivery of services.
<b>Disconnection</b>	Issues regarding the termination of services.
<b>Disconnected in Error</b>	When a consumer is disconnected from service due to an error by the utility company.
<b>Refusal to Serve</b>	Issues occurring when a utility provider refuses to provide services to a customer or given location because of unpaid prior bills, safety issues, or prior misuse of services.

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<b>Other Category</b> <b>Questions and Complaints Received by CAB</b> <i>Identifies most common customer topics related to Other in the current month</i>	
Topic	Description
<b>Non-Jurisdictional</b>	CPUC does not have authority over the particular issue.
<b>Pending Assignment</b>	Complaints and questions recently received and under initial review.
<b>Rates &amp; Rules</b>	Consumers challenging that a utility provider is not in compliance with the codes, rules and orders of the CPUC or is in violation of its own rules.

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\* Contacts consist of phone calls, electronic submissions, and letters to the Consumer Affairs Branch of the CPUC. Contacts are displayed by category. Specific topics within each category are described in this table.